



Records Management 2020 Annual Report

February 4, 2021

Proper records management is an essential part of best run government and supports important values such as compliance, transparency, and continuous improvement. The King County [Records Management Program](#) (RMP) provides important tools and resources to help all county agencies effectively manage their records.

How to use this report

The statistics and milestones in this report are intended to provide agencies with **performance measures** related to their ongoing records management maturity as well as some **suggested actions** for how to improve in each of the reported areas.

What's covered in this report

This report documents department/agency records management activities from January 1, 2020 to December 31, 2020. The two largest departments using the Content Manager system, DES and DNRP, are also reported at the division level.

Percentages in this report are based on total number of agency employees according to PeopleSoft. Employees with jobs that do not entail managing records (such as bus drivers, custodians, or field workers) might have different records management needs. Agencies can use the raw numbers in this report to recalculate percentages as needed.

Thank you!

King County Records Management Program
records.management@kingcounty.gov
206-477-6889
www.kingcounty.gov/recordsmanagement

Table of Contents

- Statistics
- Shoutouts: Celebrate Successes!
- Milestone: Electronic Dispositions
- Report: Countywide
- Report: 4Culture
- Report: DAJD
- Report: DCHS
- Report: DES
 - Report: DES-BRC
 - Report: DES-FBOD
 - Report: DES-FLT
 - Report: DES-FMD
 - Report: DES-KCIA
 - Report: DES-OEM
 - Report: DES-ORMS
 - Report: DES-RALS
- Report: DHR
- Report: DJA
- Report: DLS
- Report: DNRP
 - Report: DNRP-PKS
 - Report: DNRP-SWD
 - Report: DNRP-WLRD
 - Report: DNRP-WTD
- Report: DOA
- Report: DPD
- Report: DPH
- Report: KCC
- Report: KCDC
- Report: KCE
- Report: KCEO
- Report: KCIT
- Report: KCSC
- Report: KCSO
- Report: MTD
- Report: PAO

Statistics: about electronic records filed to Content Manager

Top 5 file formats of electronic records filed in 2020

1. Email message
2. PDF
3. Word document (DOC, DOCX)
4. JPG photo file
5. Excel spreadsheet (XLS, XLSX)

Top 5 categories used for electronic records filed in 2020

1. Elected Officials Communications (Combo Rule ACO-01-002)
2. General Office Communications (Combo Rule ACO-01-001)
3. Councilmember Communications (GS50-01-09R2A)
4. Capital/Construction Project Files (GS50-18-10R1)
5. Contracts and Agreements [Real Estate and Arbitration] (GS50-01-11-R4A)

Shoutouts: Celebrate Successes!

100% of agency covered by an agency-specific retention schedule

Retention is part of the backbone of any successful records management program. One of the tools provided by Records Management is a customized [agency-specific records retention schedule](#). Although these are not required, they can be helpful for improving your agency's records management maturity.

- 4Culture
- DES-FBOD
- DES-FLT
- DES-KCIA
- DES-ORMS
- DES-RALS
- DLS
- DNRP-PKS
- DNRP-SWD
- DOA
- KCDC

100% of Records Management Roles Appointed

Successful records management programs have individuals appointed to serve [important roles](#), including Agency Records Officers, Disposition Authorities and Records Management Leads.

- DES-FBOD
- DNRP-PKS
- DNRP-WLRD
- DNRP-WTD
- DOA
- KCSO
- PAO

Highest percentage of Basic Records Management trainees

All King County employees have records management responsibilities. Per executive policy INF-15-6-EP, all employees should attend the Records Management Program's a 15-minute [online training](#), "Basic Records Management" to learn the job requirements and the resources that are available for all employees.

- King County Elections – 86%
- DES-OEM – 81%
- DOA – 78%
- DES-ORMS – 74%
- DES-FBOD – 63%

Highest percentage of Content Manager usage

[Content Manager](#) is the county's enterprise wide records management system. It is designated by executive policy as the county's official repository for inactive electronic records and as the tool to send to and retrieve boxes from the Records Center. Content Manager is an excellent system for managing records throughout their entire lifecycle, in part because it applies retention rules to all records within the system.

- DES-RALS – 46%
- 4Culture – 27%
- DES-ORMS – 26%
- DES-FBOD – 18%
- KCC – 13%

Milestone: Electronic Dispositions

The first ever dispositions* were performed out of King County's records management system in 2020. The predecessor system – KC ERMS – had limitations where disposition was not possible.

We developed a new process to legally dispose of electronic records from the new Content Manager system and the first disposition took place on March 12, 2020. Since that time, dispositions have been successfully completed and the **one millionth record** was dispositioned on January 5, 2021.

As a reminder, disposing of records when they are eligible is an important part of any records management program and helps to minimize risk.

Agencies that dispositioned electronic records from Content Manager in 2020:

- DAJD
- DES-FLT
- DES-RALS
- DHR
- DLS
- DNRP-PKS
- DNRP-SWD
- DNRP-WLRD
- DNRP-WTD
- DPH
- KCC
- KCEO
- KCIT

* Disposition is the official term for legally disposing of records after they have met their retention requirements. The majority of county records are destroyed (deleted or physically destroyed) at the end of their retention period. Only a small percentage of records with enduring historical value are transferred to the King County Archives rather than destroyed.



Records Management Annual Report

King County, 1 of 3

King County (all departments and agencies)

Period: **2020** (1/1/2020 – 12/31/2020)

Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

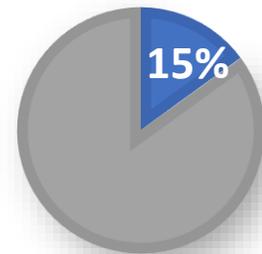
Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records**

Management training: **15%** (2341 of 15691 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.

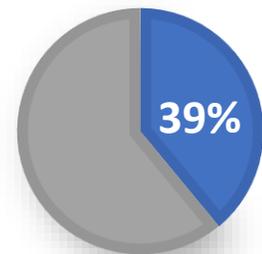


Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **39%** (6041 of 15691 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.

Note: An agency-specific [retention schedule](#) is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **88**

Agencies/Owners with vacant [Records Management Leads](#) - **76**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report King County, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



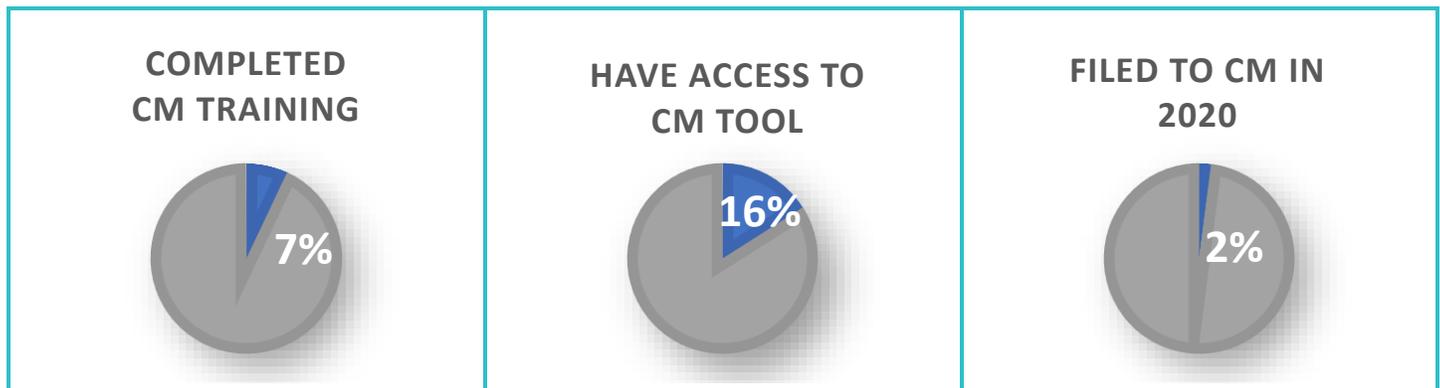
Agency Use

Percentage of staff that have completed CM training – **7%** (1148 of 15691 employees)

Percentage of staff that have access to CM – **16%** (2456 of 15691 employees)

Percentage of staff that have filed e-records to CM – **2%** (253 of 15691 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 1,997,716	# of boxes created in 2020 – 5,398
Total # of e-records– 16,245,502	Total # of boxes at the Records Center – 103,465

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **832,067**

of boxes destroyed from the Records Center – **3,314**





Records Management Annual Report

King County, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

King County has twenty-one **(21) past due** electronic record consignments.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

King County has **43,279** folders without cutoff dates (**65%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DAJD has **14,405** empty folders (**22%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

4Culture, 1 of 3

Department: **4Culture (Cultural Development Authority of King County)**

Period: **2020** (1/1/2020 – 12/31/2020)

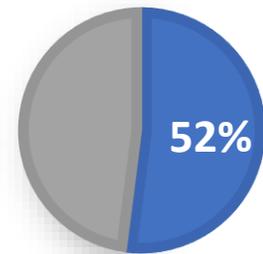
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **52%** (17 of 33 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific [retention schedule](#): **100%** (33 of 33 employees)

Good work! Please let us know if your schedule needs any future updates.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **2**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

4Culture, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **33%** (11 of 33 employees)

Percentage of staff that have access to CM – **97%** (32 of 33 employees)

Percentage of staff that have filed e-records to CM – **27%** (9 of 33 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 3,309	# of boxes created in 2020 – 0
Total # of e-records– 161,921	Total # of boxes at the Records Center – 79

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

4Culture, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

4Culture has two **(2) past due** electronic record consignments.

Suggested action: Contact your [disposition authorities](#) to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

4Culture has **576** folders without cutoff dates (**43%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

4Culture has **764** empty folders (**58%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DAJD, 1 of 3

Department: **Department of Adult and Juvenile Detention (DAJD)**

Period: **2020** (1/1/2020 – 12/31/2020)

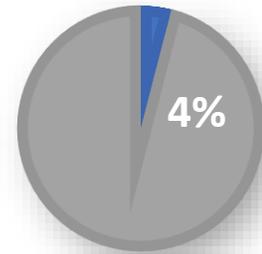
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **4%** (37 of 885 employees)

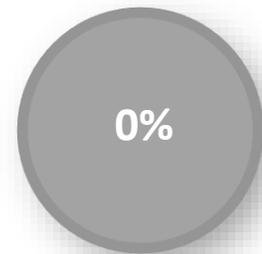
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **0%** (0 of 885 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **0**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DAJD, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **1%** (12 of 885 employees)

Percentage of staff that have access to CM – **3%** (30 of 885 employees)

Percentage of staff that have filed e-records to CM – **1%** (1 of 885 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 177	# of boxes created in 2020 – 289
Total # of e-records– 51,574	Total # of boxes at the Records Center – 2,308

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **17,463**

of boxes destroyed from the Records Center - **417**





Records Management Annual Report

DAJD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DAJD has zero **(0)** past due electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DAJD has **14** folders without cutoff dates (**27%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DAJD has **4** empty folders (**8%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DCHS, 1 of 3

Department: **Department of Community and Human Services (DCHS)**

Period: **2020** (1/1/2020 – 12/31/2020)

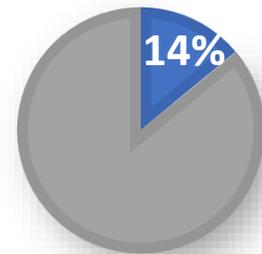
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **14%** (83 of 601 employees)

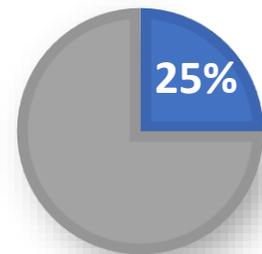
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **25%** (150 of 601 employees)

Suggested action: Divisions or sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **1**

Agencies/Owners with vacant [Records Management Leads](#) - **4**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DCHS, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **7%** (41 of 601 employees)

Percentage of staff that have access to CM – **13%** (77 of 601 employees)

Percentage of staff that have filed e-records to CM – **1%** (1 of 601 employees)

Suggested action: Encourage staff to complete training, utilize the system and online [Content Manager tools](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 67	# of boxes created in 2020 – 3
Total # of e-records– 124,139	Total # of boxes at the Records Center – 1,349

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DCHS, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DCHS has one **(1) past due** electronic record consignments from the below agency:

- DCHS-DIR-HR

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DCHS has **83** folders without cutoff dates (**83%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DCHS has **9** empty folders (**9%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report DES, 1 of 3

Department: **Department of Executive Services (DES)**

Period: **2020** (1/1/2020 – 12/31/2020)

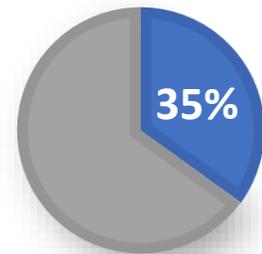
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **35%** (319 of 904 employees)

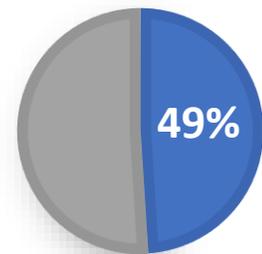
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **49%** (438 of 904 employees)

Suggested action: Divisions without [retention schedules](#) (BRC, FMD, OEM) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **16**

Agencies/Owners with vacant [Records Management Leads](#) - **22**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **22%** (196 of 904 employees)

Percentage of staff that have access to CM – **53%** (477 of 904 employees)

Percentage of staff that have filed e-records to CM – **12%** (107 of 904 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 484,425	# of boxes created in 2020 – 175
Total # of e-records– 5,214,620	Total # of boxes at the Records Center – 4,645

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **374,123**

of boxes destroyed from the Records Center - **322**





Records Management Annual Report

DES, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DES has six **(6) past due** electronic record consignments from the below agencies:

- DES-DIR-DIR, DES-DIR-HR, and DES-FBOD-DIR

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DES has **6,486** folders without cutoff dates (**37%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DES has **5,349** empty folders (**30%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report DES-BRC, 1 of 3

Department: **DES – Business Resource Center (BRC)**

Period: **2020** (1/1/2020 – 12/31/2020)

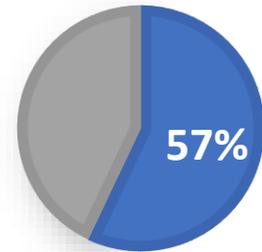
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **57%** (40 of 70 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.

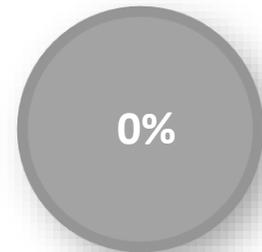


Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **0%** (0 of 70 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.

Note: An agency-specific [retention schedule](#) is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **1**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-BRC, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **1%** (1 of 70 employees)

Percentage of staff that have access to CM – **4%** (3 of 70 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 70 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 0
Total # of e-records– 0	Total # of boxes at the Records Center – 15

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-BRC, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DES-FBOD, 1 of 3

Department: **DES – Finance and Business Operations Division (FBOD)**

Period: **2020** (1/1/2020 – 12/31/2020)

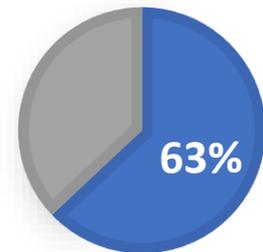
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **63%** (99 of 157 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (157 of 157 employees)

Good job! Let us know if your [retention schedule](#) requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DES-FBOD, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **56%** (88 of 157 employees)

Percentage of staff that have access to CM – **92%** (144 of 157 employees)

Percentage of staff that have filed e-records to CM – **18%** (29 of 157 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 121,948	# of boxes created in 2020 – 62
Total # of e-records– 2,001,468	Total # of boxes at the Records Center – 3,177

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **172**





Records Management Annual Report

DES-FBOD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

FBOD has two **(2) past due** electronic record consignments from the below agencies:

- DES-FBOD-DIR

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

FBOD has **2,285** folders without cutoff dates (**23%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

FBOD has **3,697** empty folders (**38%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report

DES-FLT, 1 of 3

Department: **DES – Fleet Services Division**

Period: **2020** (1/1/2020 – 12/31/2020)

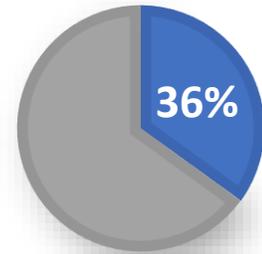
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **36%** (25 of 70 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (70 of 70 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **5**

Agencies/Owners with vacant [Records Management Leads](#) - **5**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-FLT, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

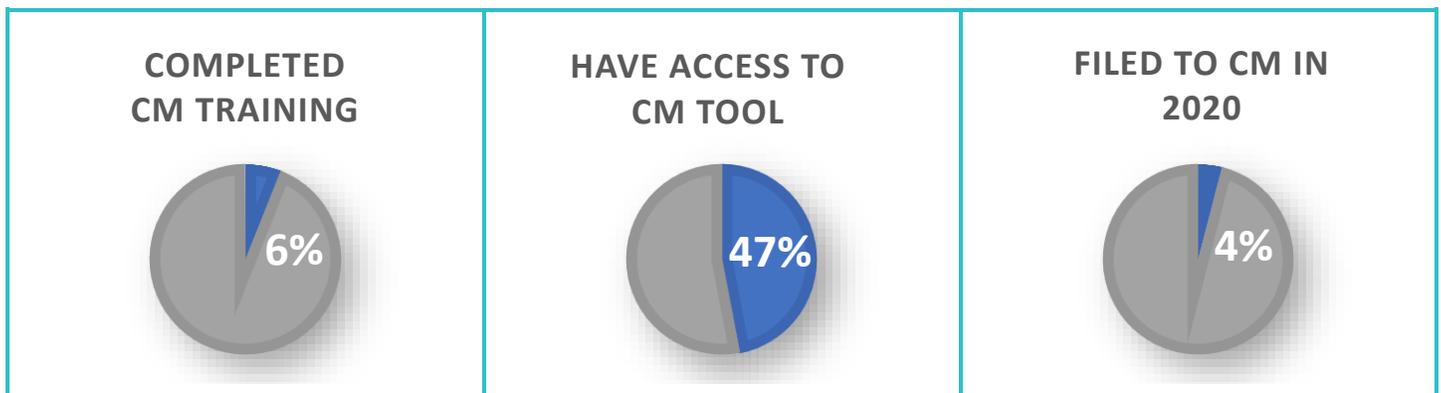
Agency Use

Percentage of staff that have completed CM training – **6%** (4 of 70 employees)

Percentage of staff that have access to CM – **47%** (33 of 70 employees)

Percentage of staff that have filed e-records to CM – **4%** (3 of 70 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 3,624	# of boxes created in 2020 – 0
Total # of e-records– 25,141	Total # of boxes at the Records Center – 17

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **14,338**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-FLT, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

FLT has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DES has **89** folders without cutoff dates (**33%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DES has **119** empty folders (**45%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DES-FMD, 1 of 3

Department: **DES – Facilities Management Division (FMD)**

Period: **2020** (1/1/2020 – 12/31/2020)

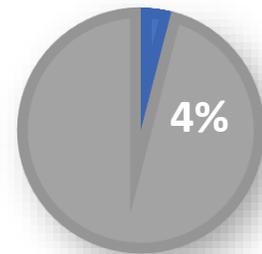
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **4%** (15 of 354 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.

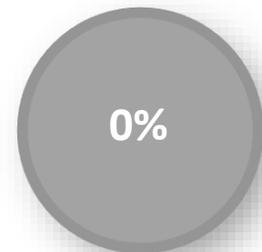


Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **0%** (0 of 354 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.

Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) - **1**

Agencies/Owners with vacant [Records Management Leads](#) - **3**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-FMD, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



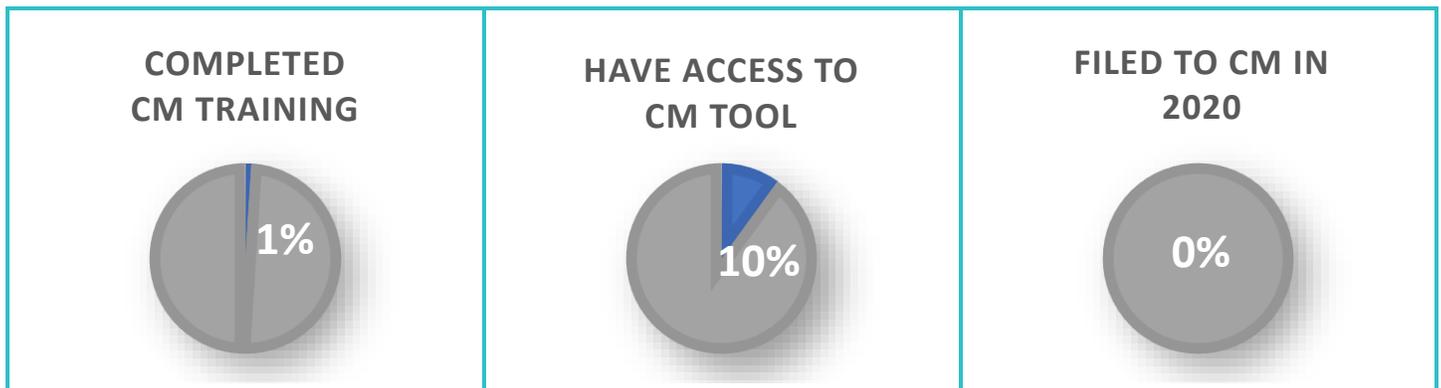
Agency Use

Percentage of staff that have completed CM training – **1%** (1 of 354 employees)

Percentage of staff that have access to CM – **10%** (37 of 354 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 354 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 0
Total # of e-records– 42,287	Total # of boxes at the Records Center – 244

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-FMD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

FMD has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

FMD has **69** folders without cutoff dates (**58%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

FMD has **0** empty folders (**0%** of folders)

Good job!

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DES-KCIA, 1 of 3

Department: **DES – King County International Airport (KCIA)**

Period: **2020** (1/1/2020 – 12/31/2020)

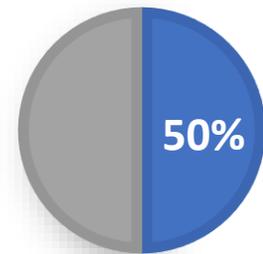
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **50%** (24 of 48 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (48 of 48 employees)

Good job! Let us know if your [retention schedule](#) requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **5**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-KCIA, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



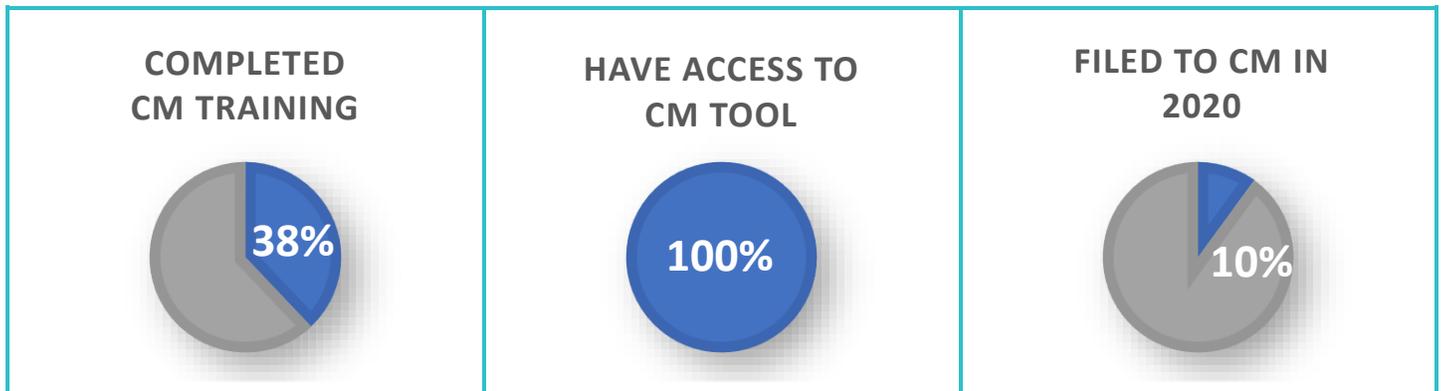
Agency Use

Percentage of staff that have completed CM training – **38%** (18 of 48 employees)

Percentage of staff that have access to CM – **100%** (48 of 48 employees)

Percentage of staff that have filed e-records to CM – **10%** (5 of 48 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 22,946	# of boxes created in 2020 – 0
Total # of e-records– 315,083	Total # of boxes at the Records Center – 86

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-KCIA, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

KCIA has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

KCIA has **472** folders without cutoff dates (**55%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

KCIA has **271** empty folders (**32%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DES-OEM, 1 of 3

Department: **DES – Office of Emergency Management (OEM)**

Period: **2020** (1/1/2020 – 12/31/2020)

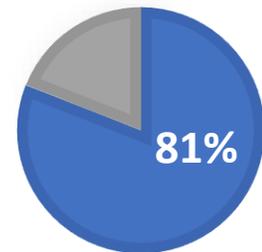
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **81%** (17 of 21 employees)

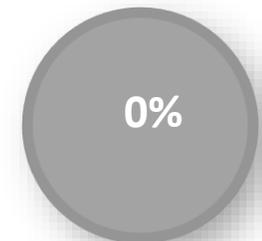
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific [retention schedule](#): **0%** (0 of 21 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **1**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-OEM, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **14%** (3 of 21 employees)

Percentage of staff that have access to CM – **19%** (4 of 21 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 21 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 1
Total # of e-records – 0	Total # of boxes at the Records Center – 22

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-OEM, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DES-ORMS, 1 of 3

Department: **DES – Office of Risk Management Services (ORMS)**

Period: **2020** (1/1/2020 – 12/31/2020)

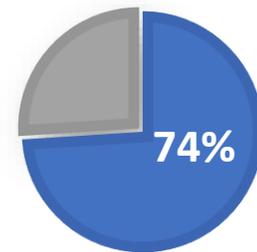
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **74%** (20 of 27 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (27 of 27 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **1**

Agencies/Owners with vacant [Records Management Leads](#) - **2**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-ORMS, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



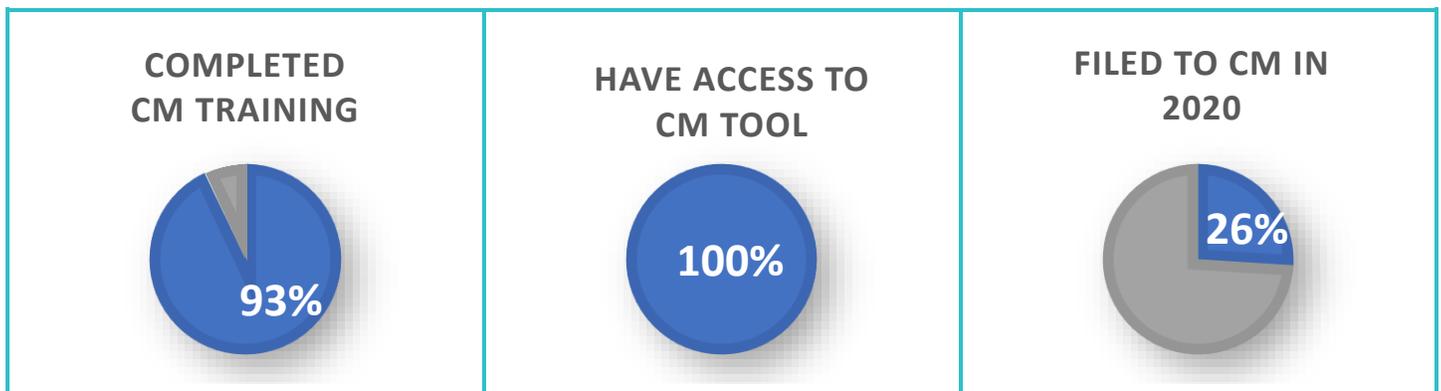
Agency Use

Percentage of staff that have completed CM training – **93%** (25 of 27 employees)

Percentage of staff that have access to CM – **100%** (27 of 27 employees)

Percentage of staff that have filed e-records to CM – **26%** (7 of 27 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 6,786	# of boxes created in 2020 – 33
Total # of e-records – 275,378	Total # of boxes at the Records Center – 259

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DES-ORMS, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

ORMS has **953** folders without cutoff dates (**90%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

ORMS has **487** empty folders (**46%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DES-RALS, 1 of 3

Department: **DES – Records and Licensing Services Division (RALS)**

Period: **2020** (1/1/2020 – 12/31/2020)

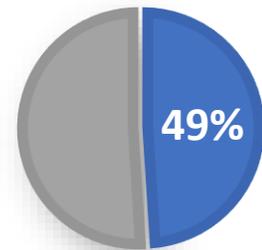
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **49%** (67 of 136 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (136 of 136 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **1**

Agencies/Owners with vacant [Records Management Leads](#) - **5**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report DES-RALS, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



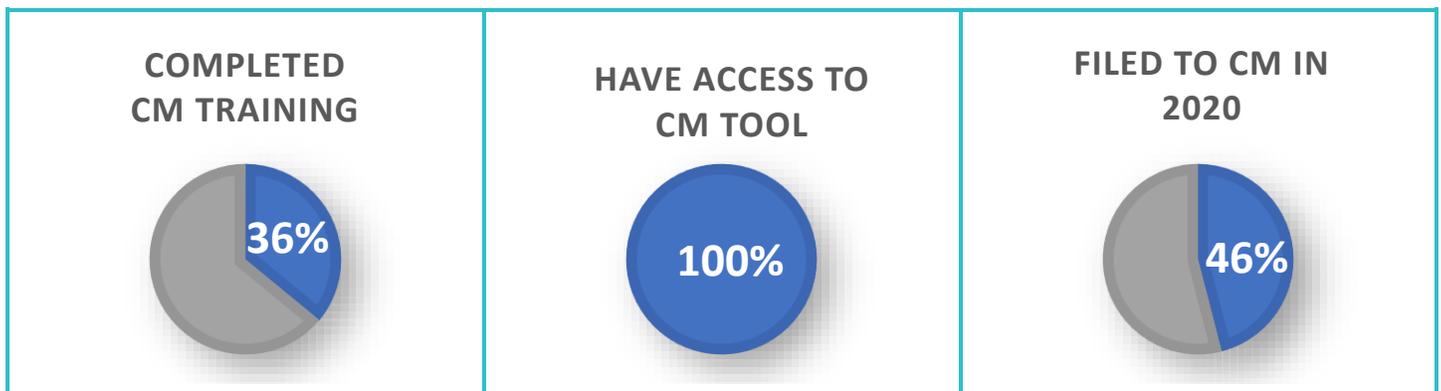
Agency Use

Percentage of staff that have completed CM training – **36%** (49 of 136 employees)

Percentage of staff that have access to CM – **100%** (136 of 136 employees)

Percentage of staff that have filed e-records to CM – **46%** (62 of 136 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 327,678	# of boxes created in 2020 – 79
Total # of e-records – 2,115,495	Total # of boxes at the Records Center – 718

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **359,785**

of boxes destroyed from the Records Center - **93**





Records Management Annual Report

DES-RALS, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

RALS has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

RALS has **2,407** folders without cutoff dates (**50%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

RALS has **710** empty folders (**15%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DHR, 1 of 3

Department: **Department of Human Resources (DHR)**

Period: **2020** (1/1/2020 – 12/31/2020)

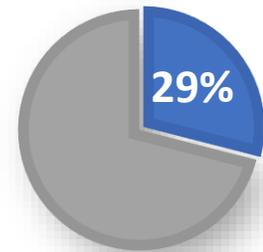
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **29%** (45 of 155 employees)

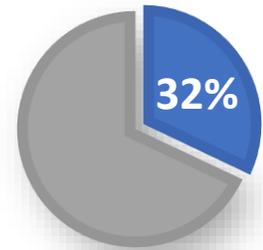
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **32%** (50 of 155 employees)

Suggested action: Divisions or sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **9**

Agencies/Owners with vacant [Records Management Leads](#) - **8**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DHR, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **4%** (6 of 155 employees)

Percentage of staff that have access to CM – **52%** (80 of 155 employees)

Percentage of staff that have filed e-records to CM – **3%** (4 of 155 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 19,252	# of boxes created in 2020 – 2
Total # of e-records – 367,431	Total # of boxes at the Records Center – 3,497

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **90,990**

of boxes destroyed from the Records Center - **17**





Records Management Annual Report

DHR, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DHR has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DHR has **1,736** folders without cutoff dates (**79%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DHR has **318** empty folders (**14%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DJA, 1 of 3

Department: **Department of Judicial Administration (DJA)**

Period: **2020** (1/1/2020 – 12/31/2020)

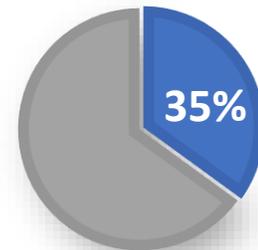
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **35%** (70 of 201 employees)

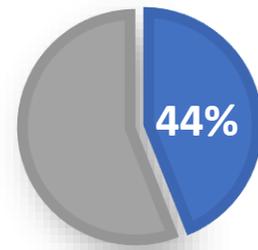
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **44%** (89 of 201 employees)

Suggested action: Divisions or sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **2**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DJA, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

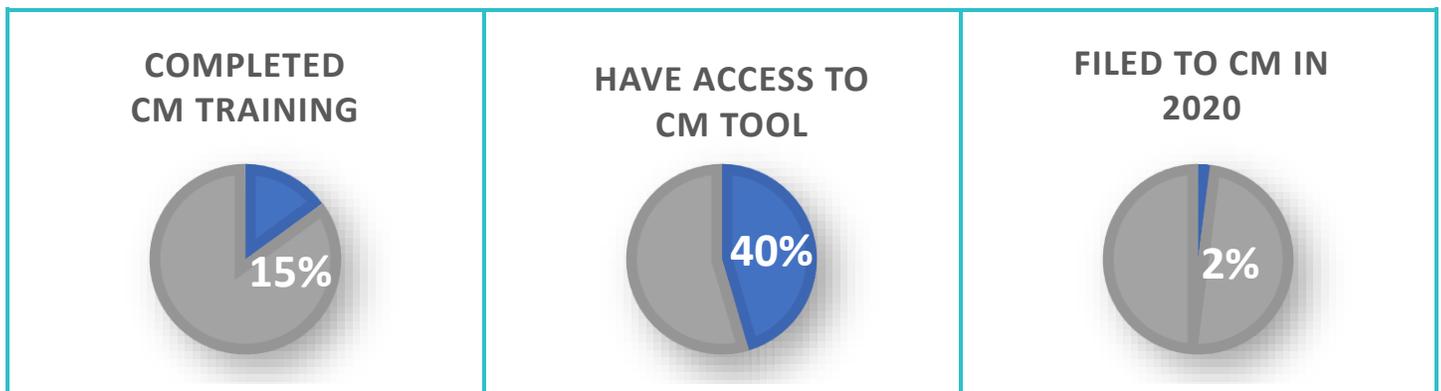
Agency Use

Percentage of staff that have completed CM training – **15%** (31 of 201 employees)

Percentage of staff that have access to CM – **40%** (80 of 201 employees)

Percentage of staff that have filed e-records to CM – **2%** (3 of 201 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 232	# of boxes created in 2020 – 106
Total # of e-records – 61,009	Total # of boxes at the Records Center – 9,397

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center - **0**





Records Management Annual Report

DJA, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DJA has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DJA has **367** folders without cutoff dates (**78%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DJA has **364** empty folders (**77%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DLS, 1 of 3

Department: **Department of Local Services (DLS)**

Period: **2020** (1/1/2020 – 12/31/2020)

Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

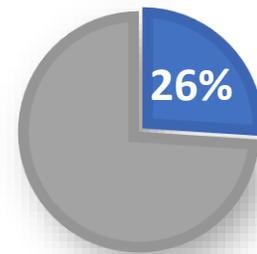
Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records**

Management training: **26%** (123 of 476 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (476 of 476 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DLS, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



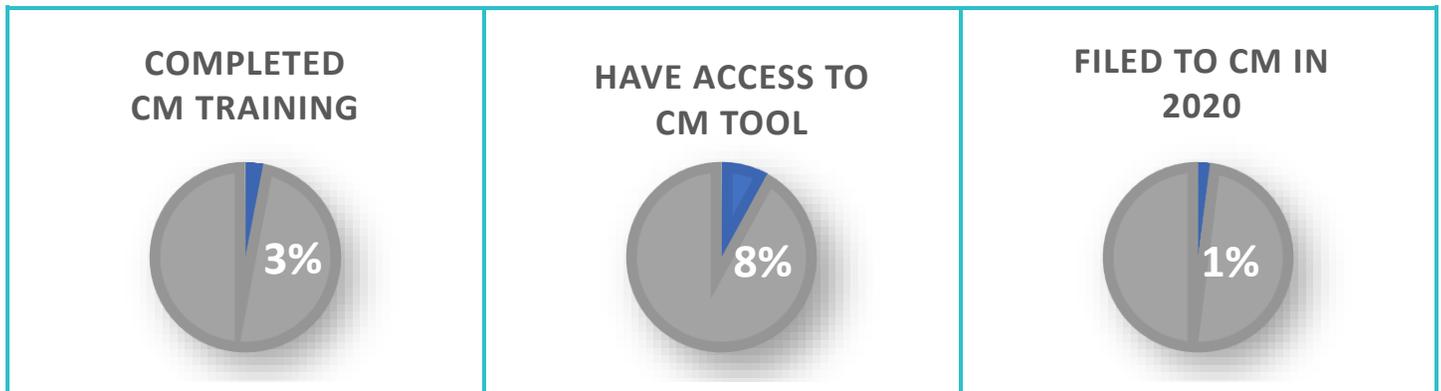
Agency Use

Percentage of staff that have completed CM training – **3%** (14 of 476 employees)

Percentage of staff that have access to CM – **8%** (38 of 476 employees)

Percentage of staff that have filed e-records to CM – **1%** (1 of 476 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 1	# of boxes created in 2020 – 11
Total # of e-records – 6,345	Total # of boxes at the Records Center – 2,020

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **16,904**

of boxes destroyed from the Records Center - **10**





Records Management Annual Report

DLS, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DLS has two **(2) past due** electronic record consignments from the below agencies:

- DLS-DIR-ALL and DOR-DIR-ALL

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DLS has **28** folders without cutoff dates (**20%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DLS has **97** empty folders (**70%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report

DNRP, 1 of 3

Department: **Department of Natural Resources and Parks (DNRP)**

Period: **2020** (1/1/2020 – 12/31/2020)

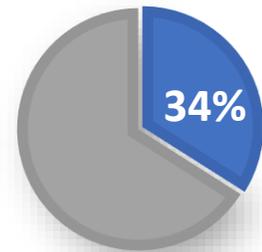
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **34%** (566 of 1659 employees)

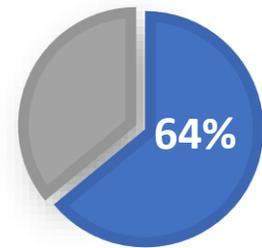
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **64%** (1057 of 1659 employees)

Suggested action: Divisions or sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **15**

Agencies/Owners with vacant [Records Management Leads](#) - **3**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DNRP, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **36%** (593 of 1659 employees)

Percentage of staff that have access to CM – **45%** (750 of 1659 employees)

Percentage of staff that have filed e-records to CM – **3%** (50 of 1659 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 57,808	# of boxes created in 2020 – 967
Total # of e-records – 1,002,311	Total # of boxes at the Records Center – 11,049

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **122,253**

of boxes destroyed from the Records Center – **1,010**





Records Management Annual Report

DNRP, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DNRP has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DNRP has **13,561** folders without cutoff dates (**87%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DNRP has **5,472** empty folders (**35%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DNRP-PKS, 1 of 3

Department: **DNRP – Parks and Recreation Division (PKS)**

Period: **2020** (1/1/2020 – 12/31/2020)

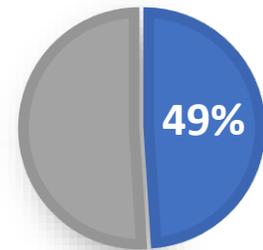
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **49%** (189 of 384 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (384 of 384 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DNRP-PKS, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **49%** (190 of 384 employees)

Percentage of staff that have access to CM – **23%** (89 of 384 employees)

Percentage of staff that have filed e-records to CM – **1%** (2 of 384 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 7,447	# of boxes created in 2020 – 181
Total # of e-records – 11,092	Total # of boxes at the Records Center – 414

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **11,354**

of boxes destroyed from the Records Center – **0**





Records Management Annual Report

DNRP-PKS, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

PKS has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

PKS has **53** folders without cutoff dates (**32%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

PKS has **95** empty folders (**57%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DNRP-SWD, 1 of 3

Department: **DNRP – Solid Waste Division (SWD)**

Period: **2020** (1/1/2020 – 12/31/2020)

Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

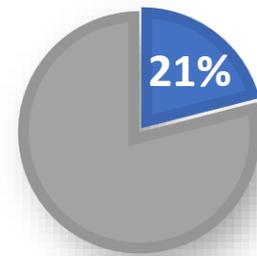
Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records**

Management training: **21%** (88 of 413 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (413 of 413 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **12**

Agencies/Owners with vacant [Records Management Leads](#) - **3**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DNRP-SWD, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **16%** (64 of 413 employees)

Percentage of staff that have access to CM – **41%** (169 of 413 employees)

Percentage of staff that have filed e-records to CM – **4%** (17 of 413 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 22,647	# of boxes created in 2020 – 326
Total # of e-records – 201,484	Total # of boxes at the Records Center – 1,824

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **32,686**

of boxes destroyed from the Records Center – **85**





Records Management Annual Report

DNRP-SWD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

SWD has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

SWD has **1,310** folders without cutoff dates (**69%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

SWD has **853** empty folders (**45%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DNRP-WLRD, 1 of 3

Department: **DNRP – Water and Land Resources Division (WLRD)**

Period: **2020** (1/1/2020 – 12/31/2020)

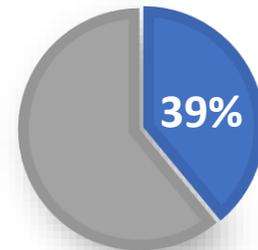
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **39%** (152 of 394 employees)

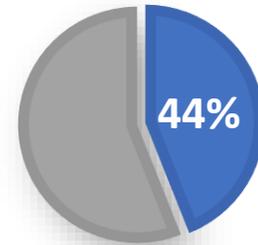
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **44%** (175 of 394 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DNRP-WLRD, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **7%** (26 of 394 employees)

Percentage of staff that have access to CM – **34%** (132 of 394 employees)

Percentage of staff that have filed e-records to CM – **1%** (1 of 394 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 9,135	# of boxes created in 2020 – 312
Total # of e-records – 71,541	Total # of boxes at the Records Center – 2,016

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **477**

of boxes destroyed from the Records Center – **887**





Records Management Annual Report

DNRP-WLRD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

WLRD has zero **(0)** past due electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

WLRD has **1,173** folders without cutoff dates (**80%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

WLRD has **1,049** empty folders (**71%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DNRP-WTD, 1 of 3

Department: **DNRP – Wastewater Treatment Division (WTD)**

Period: **2020** (1/1/2020 – 12/31/2020)

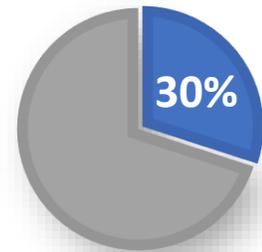
Note: percentages in this report are based on total number of agency employees, minus 240 (as requested by WTD on 5/13/2020). If the number of employees who do not manage records has changed, please contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **30%** (132 of 436 employees)

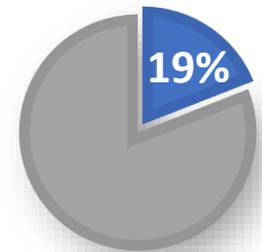
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **19%** (85 of 436 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DNRP-WTD, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **71%** (308 of 436 employees)

Percentage of staff that have access to CM – **81%** (355 of 436 employees)

Percentage of staff that have filed e-records to CM – **6%** (27 of 436 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 17,930	# of boxes created in 2020 – 130
Total # of e-records – 703,103	Total # of boxes at the Records Center – 6,777

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **74,379**

of boxes destroyed from the Records Center – **38**





Records Management Annual Report

DNRP-WTD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

WTD has zero **(0) past due** electronic record consignments.

Good job!

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

WTD has **10,828** folders without cutoff dates (**92%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

WTD has **3,438** empty folders (**29%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DOA, 1 of 3

Department: **Department of Assessments (DOA)**

Period: **2020** (1/1/2020 – 12/31/2020)

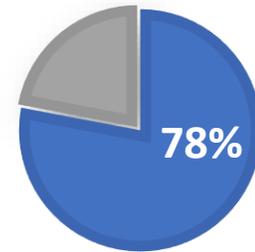
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **78%** (155 of 200 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (200 of 200 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles.





Records Management Annual Report

DOA, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **3%** (5 of 200 employees)

Percentage of staff that have access to CM – **8%** (15 of 200 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 200 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 0
Total # of e-records – 0	Total # of boxes at the Records Center – 23

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **86**





Records Management Annual Report

DOA, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report DPD, 1 of 3

Department: **Department of Public Defense (DPD)**

Period: **2020** (1/1/2020 – 12/31/2020)

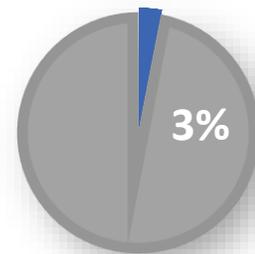
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **3%** (10 of 402 employees)

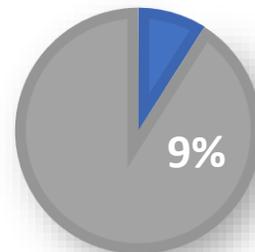
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **9%** (38 of 402 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DPD, 2 of 3

Content Manager (CM)



Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **1%** (3 of 402 employees)

Percentage of staff that have access to CM – **4%** (16 of 402 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 402 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 1,456
Total # of e-records – 0	Total # of boxes at the Records Center – 1,745

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **0**





Records Management Annual Report

DPD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

DPH, 1 of 3

Department: **Department of Public Health (DPH)**

Period: **2020** (1/1/2020 – 12/31/2020)

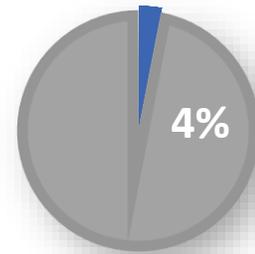
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **4%** (86 of 1945 employees)

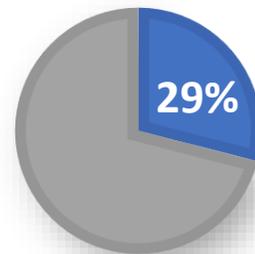
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **29%** (570 of 1945 employees)

Suggested action: Divisions or sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule. All Public Health employees can also use the Public Health common-to-all schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

DPH, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **2%** (40 of 1945 employees)

Percentage of staff that have access to CM – **6%** (122 of 1945 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 1945 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 187
Total # of e-records – 3,075	Total # of boxes at the Records Center – 22,407

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **2,119**

of boxes destroyed from the Records Center – **777**





Records Management Annual Report

DPH, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

DPH has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

DPH has **27** folders without cutoff dates (**93%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

DPH has **14** empty folders (**48%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

KCC, 1 of 3

Department: **King County Council (KCC)**

Period: **2020** (1/1/2020 – 12/31/2020)

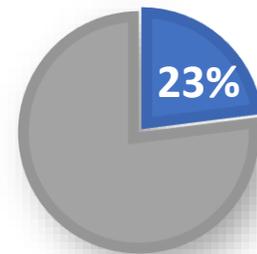
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **23%** (39 of 173 employees)

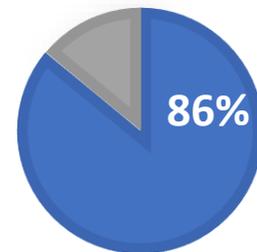
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **86%** (149 of 173 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **2**

Agencies/Owners with vacant [Records Management Leads](#) - **4**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

KCC, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **25%** (43 of 173 employees)

Percentage of staff that have access to CM – **65%** (112 of 173 employees)

Percentage of staff that have filed e-records to CM – **13%** (22 of 173 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 1,301,516	# of boxes created in 2020 – 41
Total # of e-records – 4,527,679	Total # of boxes at the Records Center – 904

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **45,443**

of boxes destroyed from the Records Center – **12**





Records Management Annual Report

KCC, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

KCC has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

KCC has **8,432** folders without cutoff dates (**62%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

KCC has **839** empty folders (**6%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report KCDC, 1 of 3

Department: **King County District Court (KCDC)**

Period: **2020** (1/1/2020 – 12/31/2020)

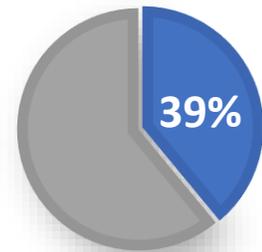
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **39%** (128 of 326 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **100%** (326 of 326 employees)

Good job! Let us know if your retention schedule requires any updates in the future.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **1**

Agencies/Owners with vacant [Records Management Leads](#) - **0**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

KCDC, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **1%** (2 of 326 employees)

Percentage of staff that have access to CM – **1%** (4 of 326 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 326 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 24
Total # of e-records – 0	Total # of boxes at the Records Center – 40

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **0**





Records Management Annual Report

KCDC, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

KCE, 1 of 3

Department: **King County Elections (KCE)**

Period: **2020** (1/1/2020 – 12/31/2020)

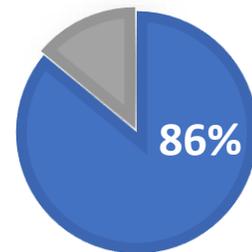
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **86%** (62 of 72 employees)

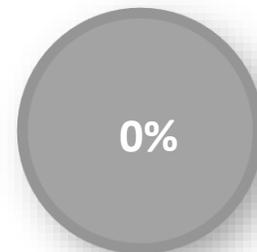
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific [retention schedule](#): **0%** (0 of 72 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

KCE, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

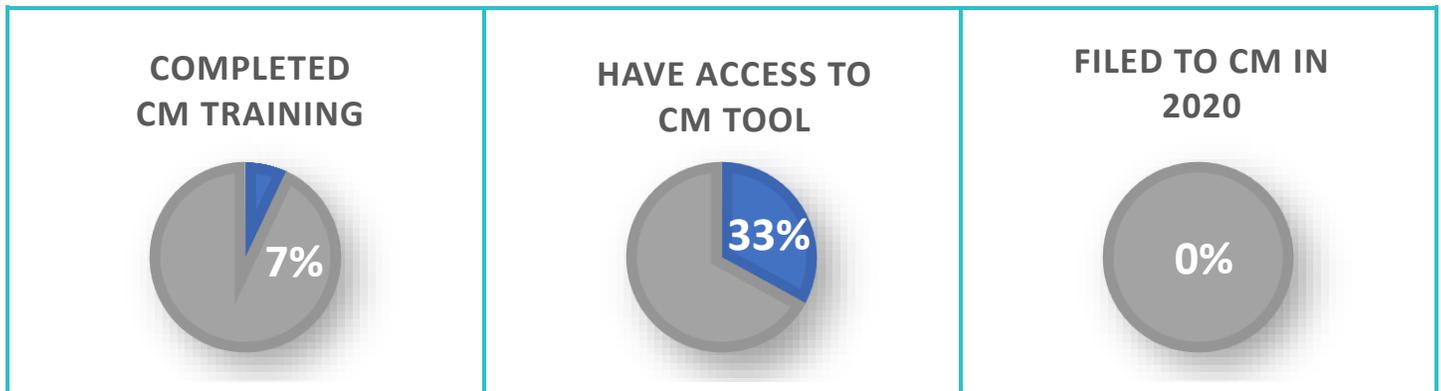
Agency Use

Percentage of staff that have completed CM training – **7%** (5 of 72 employees)

Percentage of staff that have access to CM – **33%** (24 of 72 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 72 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 1,203
Total # of e-records – 70,386	Total # of boxes at the Records Center – 426

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **69**





Records Management Annual Report

KCE, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

KCE has **284** folders without cutoff dates (**93%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

KCE has **2** empty folders (**1%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

KCEO, 1 of 3

Department: **King County Executive's Office (KCEO)**

Period: **2020** (1/1/2020 – 12/31/2020)

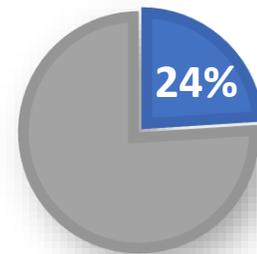
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **24%** (28 of 117 employees)

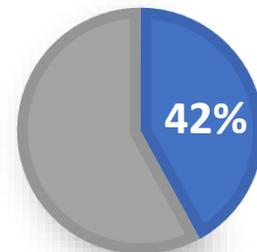
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **42%** (49 of 117 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **2**

Agencies/Owners with vacant [Records Management Leads](#) - **2**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

KCEO, 2 of 3



Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.

Agency Use

Percentage of staff that have completed CM training – **7%** (8 of 117 employees)

Percentage of staff that have access to CM – **26%** (30 of 117 employees)

Percentage of staff that have filed e-records to CM – **1%** (1 of 117 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 3,393	# of boxes created in 2020 – 6
Total # of e-records – 1,093,077	Total # of boxes at the Records Center – 466

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **76,207**

of boxes destroyed from the Records Center – **13**





Records Management Annual Report

KCEO, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

KCEO has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

KCEO has **1,371** folders without cutoff dates (**79%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

KCEO has **77** empty folders (**4%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

KCIT, 1 of 3

Department: **Department of Information Technology (KCIT)**

Period: **2020** (1/1/2020 – 12/31/2020)

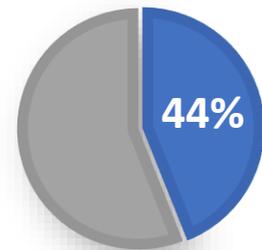
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **44%** (202 of 460 employees)

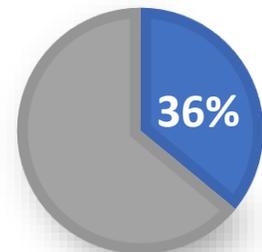
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **36%** (165 of 460 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **31**

Agencies/Owners with vacant [Records Management Leads](#) - **20**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report KCIT, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **18%** (81 of 460 employees)

Percentage of staff that have access to CM – **39%** (178 of 360 employees)

Percentage of staff that have filed e-records to CM – **2%** (11 of 460 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 85,344	# of boxes created in 2020 – 9
Total # of e-records – 1,380,143	Total # of boxes at the Records Center – 210

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **83,342**

of boxes destroyed from the Records Center – **43**





Records Management Annual Report

KCIT, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

KCIT has three **(3) past due** electronic record consignments for the below agencies:

- KCIT-EBC-ALL, KCIT-ITSDMS-KCDC and KCIT-ITSDMS-DCHS

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

KCIT has **873** folders without cutoff dates (**36%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

KCIT has **148** empty folders (**6%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report KCSC, 1 of 3

Department: **King County Superior Court (KCSC)**

Period: **2020** (1/1/2020 – 12/31/2020)

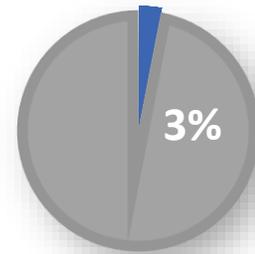
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **3%** (14 of 435)

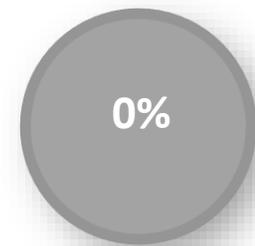
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **0%** (0 of 435 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **1**

Agencies/Owners with vacant [Records Management Leads](#) - **1**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report KCSC, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **1%** (6 of 435 employees)

Percentage of staff that have access to CM – **6%** (25 of 435 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 435 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 51
Total # of e-records – 0	Total # of boxes at the Records Center – 2,237

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **37**





Records Management Annual Report

KCSC, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

KCSO, 1 of 3

Department: **King County Sheriff's Office (KCSO)**

Period: **2020** (1/1/2020 – 12/31/2020)

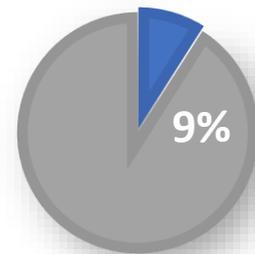
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **9%** (99 of 1129 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.

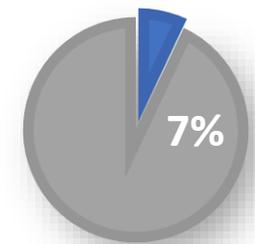


Retention Schedules

Percentage of staff covered by a custom agency-specific [retention schedule](#): **7%** (78 of 1129 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.

Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) – **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles





Records Management Annual Report

KCSO, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



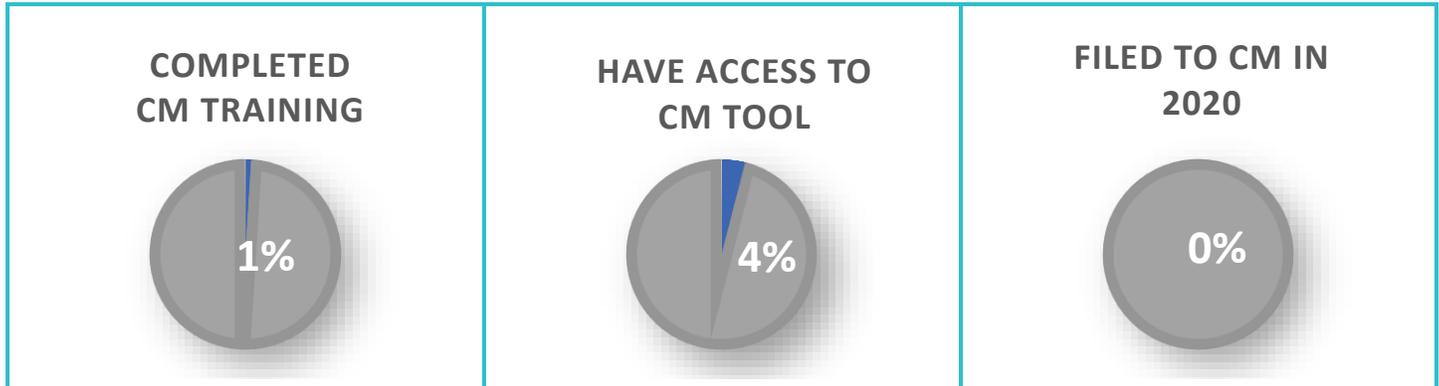
Agency Use

Percentage of staff that have completed CM training – **1%** (8 of 1129 employees)

Percentage of staff that have access to CM – **4%** (41 of 1129 employees)

Percentage of staff that have filed e-records to CM – **0%** (0 of 1129 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 0	# of boxes created in 2020 – 118
Total # of e-records – 0	Total # of boxes at the Records Center – 1,527

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **201**





Records Management Annual Report

KCSO, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

n/a

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

n/a

Empty folders

n/a

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.





Records Management Annual Report

MTD, 1 of 3

Department: **Metro Transit Department (MTD)**

Period: **2020** (1/1/2020 – 12/31/2020)

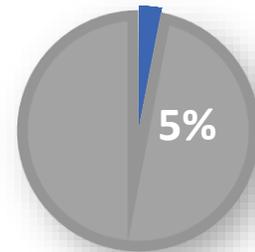
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **5%** (246 of 5028 employees)

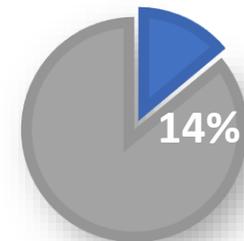
Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.



Retention Schedules

Percentage of staff covered by a custom agency-specific retention schedule: **14%** (678 of 5028 employees)

Suggested action: Sections without [retention schedules](#) should contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.



Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.

Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **5**

Agencies/Owners with vacant [Records Management Leads](#) - **4**

Suggested action: Appoint staff for any agency/owner without a name. Contact records.management@kingcounty.gov to add or update staff roles.





Records Management Annual Report

MTD, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



Agency Use

Percentage of staff that have completed CM training – **1%** (31 of 5028 employees)

Percentage of staff that have access to CM – **3%** (164 of 5028 employees)

Percentage of staff that have filed e-records to CM – **1%** (3 of 5028 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 1,514	# of boxes created in 2020 – 88
Total # of e-records – 436,989	Total # of boxes at the Records Center – 3,779

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **0**





Records Management Annual Report

MTD, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

MTD has seven (**7**) **past due** electronic record consignments from the below agencies:

- MTD-MOB-SCS, MTD-BOD-ALL, MTD-ESD-HR, MTD-MOB-PRO, MTD-GMO-ALL, MTD-CD-ALL, and MTD-GMO-SP

Suggested action: Contact your [disposition authorities](#) in the above sections to identify and resolve the barriers to approving the consignments and disposing of the eligible records.

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

MTD has **873** folders without cutoff dates (**68%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

MTD has **370** empty folders (**29%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
 2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.
-





Records Management Annual Report

PAO, 1 of 3

Department: **Prosecuting Attorney’s Office (PAO)**

Period: **2020** (1/1/2020 – 12/31/2020)

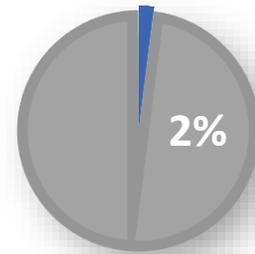
Note: percentages in this report are based on total number of agency employees. If your agency has employees whose jobs do not include managing records, contact records.management@kingcounty.gov.

Records Management Fundamentals

Training

Percentage of staff who have completed **Basic Records Management** training: **2%** (12 of 521 employees)

Suggested action: Add the 15-minute [online training](#) to your staff onboarding checklist. Encourage all existing staff to complete the training by end of 2nd quarter.

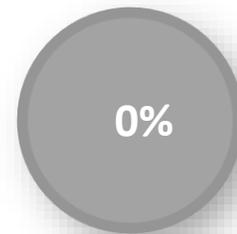


Retention Schedules

Percentage of staff covered by a custom agency-specific [retention schedule](#): **0%** (0 of 521 employees)

Suggested action: Contact records.management@kingcounty.gov to discuss onboarding to CM and reviewing retention schedule needs.

Note: An agency-specific retention schedule is **not** required for access to Content Manager. All employees can use the countywide General retention schedule.



Records Management Roles

Agencies/Owners with vacant [Disposition Authorities](#) – **0**

Agencies/Owners with vacant [Records Management Leads](#) – **0**

Good job! Let us know when staffing changes and new individuals should be appointed to these roles





Records Management Annual Report

PAO, 2 of 3

Content Manager (CM)

Content Manager is designated by executive policy as the official repository for King County’s inactive electronic records. It is also required to send or retrieve physical records from the King County Records Center.



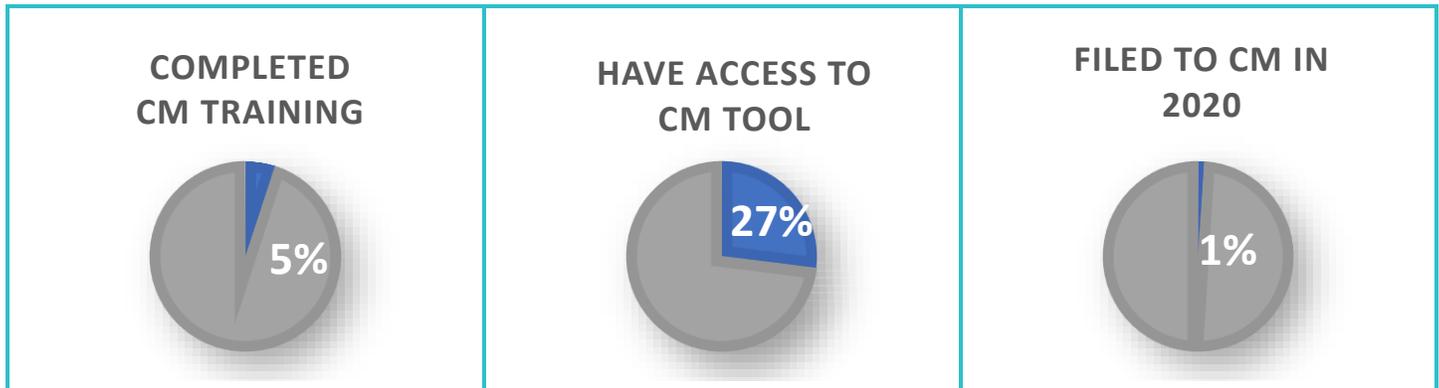
Agency Use

Percentage of staff that have completed CM training – **5%** (24 of 521 employees)

Percentage of staff that have access to CM – **27%** (140 of 521 employees)

Percentage of staff that have filed e-records to CM – **1%** (3 of 521 employees)

Suggested action: Encourage staff to complete training and utilize [Content Manager](#).



Records Managed in Content Manager

# of e-records filed in 2020 – 103	# of boxes created in 2020 – 655
Total # of e-records – 852,953	Total # of boxes at the Records Center – 35,155

Celebrate Successful Dispositions

of electronic records deleted from Content Manager – **0**

of boxes destroyed from the Records Center – **7**





Records Management Annual Report

PAO, 3 of 3

Work Plan Opportunities (Content Manager)

Past-Due Disposition (Consignment) Requests

Disposing of records when they are eligible is an important part of any successful records management program and helps to reduce risk.

PAO has zero **(0) past due** electronic record consignments. *Good job!*

Folders without cutoff dates

Folders without [cutoff dates](#) cannot be dispositioned and often result in records not being managed in accordance with King County policy and legal requirements.

PAO has **8,437** folders without cutoff dates (**99%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders Without Cutoff Dates” to review folders and enter dates where relevant.

Empty folders

PAO has **367** empty folders (**4%** of folders)

Suggested action: Records Management Leads should perform saved search “Folders / Empty”. They can review empty folders and contact records.management@kingcounty.gov to request deletion of unnecessary folders.

Work Plan Opportunities (General)

1. Managers, supervisors and HR should incorporate records management [onboarding resources](#) and [offboarding resources](#) into internal standard work processes.
2. Include these records management and Content Manager metrics as part of your regular reporting for your management teams and sections.

